THE MINISTER OF STATE IN THE DEPARTMENT OF ATOMIC ENERGY (SHRI SATYABRATA MUKHERJEE): (a) No, Sir.

(b) to (d) do not arise.

Waiting-list of telephone connections in J&K

1927. SHRI T.S. BAJWA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of persons on waiting-list for telephone connections in Jammu & Kashmir as on the 31st March, 2003;

(b) whether any time-frame has been fixed for clearance of the wait-listed applications; and

(c) the steps taken by Government to clear the backlog?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI ASHOK PRADHAN): (a) The number of persons on waiting-list for telephone connections in Jammu and Kashmir as on the 31st March 2003 is 43969.

(b) Efforts are being made to clear the waiting-list in the current financial year *i.e.* by 31.3.2004.

(c) Wireless in Local Loop (WLL) system has already been installed at 13 places and non-feasible cases are being cleared. During 2003-04 BSNL has plannned to add 17000 lines of switching capacity and 15000 lines of Wireless in Local Loop (WLL) capacity in Jammu & Kashmir.

C.A.G's revelation of shortcomings of MTNL Services

1928. DR. VIJAY MALLYA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the performance review by the Comptroller and Auditor General of India on the quality services provided by the MTNL has revealed several shortcomings;

(b) if so, the details thereof;

(c) what action is taken/proposed to be taken to rectify such shortcomings?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI ASHOK PRADHAN) :(a) Comtroller and Auditor General of India (C & AG) has recommended mainly on implementation of Orders Booking (OBs) and fault rates in Delhi and on implementation of OBs in Mumbai.

(b) Some of the important findings of C&AG are given in the enclosed Statement-I (*See* below)

(c) Details of the action taken are given in the enclosed Statement-II.

Statement

Some of the important findings of C and AG

55. Quality of services of Mahanagar Telephone Nigam Limited.

55.1 Summary of important findings and Highlights;

MTNL has been providing various basic and value added services to subscribers through its networks in Delhi and Mumbai. In a majority of cases there have been abnormal delays *vis-a-vis* norms prescribed in providing services to subscribers, which led to dissatisfaction and inconvenience to them. Delays were specially long in the case of shifting of telephones, telephone transfer to another person's name and clearance of telephone faults. MTNL has not even fixed norms/targets for providing certain services. Even its comparative performance in providing services to different areas of Delhi varied considerably: the best quality of service was provided to Central Area, while the East Area received the worst. In a majority of cases the quality of services was poor on account of insufficient coordination. The overall quality of various services provided by MTNL, remained below average.

Some of the important findings are highlighted below:

- In case of Mumbai unit, the percentage of execution of OBs within the prescribed norm of 15 days increased from 52 per cent in 1998-99 to 64 per cent in 1999-2000 but thereafter declined to 50 per

cent in 2001-02. However, in case of Delhi unit the percentage of execution of OBs within the 15 days norm increased from 13 per cent in 1998-99 to 31 per cent in 2000-01; it was 30 per cent in 2001-02.

(Paragraph 55.5)

- In shifting of telephone connections the performance of Delhi and Mumbai units of MTNL was very unsatisfactory as only 24 per cent OBs (Delhi unit) in case of 'other area shifting' and nine per cent (Delhi Unit) and 13 per cent (Mumbai Unit) OBs in case of 'local Shifting' were completed within the prescribed norm. Besides, in case of all India shifting the refund of deposits to subscribers allowed within the prescribed period was only in 16 per cent cases upto 27 November 2000 and in 1.2 per cent cases thereafter upto March 2002.

(Paragraph 55.6)

- Time taken in execution of majority of OBs for transfer of telephone connections in the name of legal heirs (89 per cent OBs) and blood relations (83 per cent OBs) ranged from six days to six months.

(Paragraph 55.7)

- There were delays in transfer of telephone connections to a third party. There were no time norms and in over 80 per cent of the cases of issue of demand notes for payment of transfer fee and in execution of OBs; from the date of their issue, time taken ranged from six days to six months.

(Paragraph 55.8)

- Time taken for execution of 46 per cent OBs for restoration of telephones from safe custody ranged from 31 days to more than a year against the norm of one week for short-term custody and one month for long term custody. This was in addition to the fact that even issue of OBs for restoration of connection by concerned Commercial Officers took up to a year.

(Paragraph 55.10)

- 86 and 87 per cent of advice notes for new connections for Data circuits and Speech circuits were executed beyond the prescribed norms; the time taken extended to over 28 months and 29 months,

respectively. Similarly, 58 per cent and 87 per cent of Data circuit and Speech circuit connections were shifted beyond the prescribed norms and time taken extended to over 15 months in both the cases. Besides, 86 per cent connections of both these circuits were closed beyond the prescribed norm and time taken extended to over 20 months.

(Paragraph 55.12)

- Compared to norms/targets fixed by MTNL, Department of Telecommunications (DoT) and Telecom Regulatory Authority of India (TRAI) for occurrence of telephone faults, the incidence of occurrence of telephone faults in Delhi and Mumbai units was much in excess of these norms/targets during the last five years up to 2001-02.

(Paragraph 54.2)

- The clearance of telephone faults on the same day was one-third and around half of the norm/target in Delhi unit and Mumbai unit, respectively. Besides, clearance of faults by next day was also very unsatisfactory in both these units of MTNL.

(Paragraph 55.14.3.1 and 55.14.3.2)

- In percentage terms the incidence of 'Repeat telephone faults' increased from 5.6 per 100 Direct Exchange Lines (DELs) per month in 1997-98 to 6.1 per 100 DELs per month in 2001-02. Further the rate of 'Repeat telephone faults' per 100 stations per month during 2000-01 and 2001-02 remained more than twice of the incidence permitted.

(Paragraph 55.14.5)

- Rent rebate on telephone remaining faulty for more than seven days and concession in call charges of free phone service amounting to Rs. 10.40 crore were not passed on to the concerned subscribers by MTNL.

(Paragraph 55.14.6 and 55.19(ii)

- The quality of services provided by MTNL in different areas of its Delhi unit relating to new telephone connections, transfer of telephone

connections in the name of blood relations and phone plus services was much better in Central area whereas it was worst in East area.

(Paragraph 55.5, 55.7 and 55.13)

Statement - II

Measure initiated by MTNL to improve services

A. For liquidation of Order Bookings (OBs)

1. Laying of more cables.
2. Introduction of new technology in customer Access Network like Digital; Line Concentrator (DLCs)/Cordect etc.
3. Installation of more number of Remote Switching Units (RSUs).
4. Coverage of Wireless in Local Loop (WLL) system is being expanded for expediting technically non-feasible connections.

B. Shifting of Telephones.

On line shift Order Bookings (OBs) are issued.

C. Transfer of Telephones

Submission of documents has been simplified.

D. Restoration of Telephone from Safe Custody

After the introduction of Customer Service Management System (CSMS), most of the cases are executed within norms.

E. New connections for Data & Speech Circuits.

With the introduction of Customer Service Management System (CSMS), on-line OBs and areas being feasible, most of the cases are executed within norms.

F. Fault Rate.

Various measures like reduction in subscriber's loop length and by installation of more RSUs/Remote Line Units (RLUs), use of Jelly Filled Optical Fibre Cable etc., fault rate per 100 stations has been reduced to 18.71 in Delhi and to 9.79 in Mumbai during 2002-2003.

Repeat fault rate has also been reduced to 2.76% in 2002-2003 after rehabilitation of External Plant in a big way and shifts of Distribution Points from pole to wall type.

G. Rent Rebate

Automatic rent rebate is allowed in case where the telephone remains faulty for more than 7 days.

H. Telephone Directory

Latest updated directory is available on Compact Disc (CD) and it can also be accessed through Internet.

Collaboration by MIT Media Lab

1929. SHRI K. CHANDRAN PILLAI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Massachusetts Institute of Technology Media Lab has pulled out of collaboration in India;

(b) if so, the details thereof;

(c) the details of agreement for entering into the collaboration;

(d) the details of projects established in the country by this arrangement;

(e) the total expenditure incurred by Government and other parties separately; and

(f) the present status of these projects?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SU. THIRUNAVUKKARASAR): (a) No. Sir.

(b) The collaboration between the Massachusetts Institute of Technology (MIT), USA and Media Lab Asia was not continued beyond March 31, 2003.

(c) MIT USA and Media Lab Asia entered into a Research and Collaboration Agreement (RCA) in September 2001 for the duration of the initial exploratory programme of Media Lab Asia. As per the RCA,